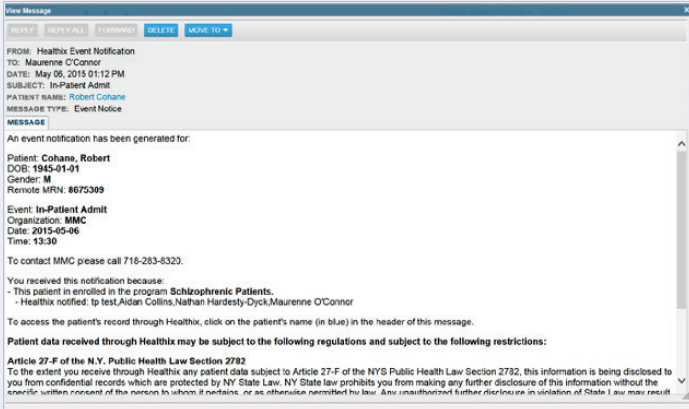# Healthix

Providers and care teams can benefit from receiving Healthix Alerts. Alerts enable intervention at the point-of-care, facilitate care coordination and provide key information about your patient's or client's encounters, even if it occurs outside your network.

What Triggers Patient Alerts

Healthix Alerts fall into two broad categories. Those that are triggered by an event, such as an admission or discharge from an emergency department, hospital, rehab, long-term care or NYC correctional health facility. The second type of advanced alerts require analysis to determine the status of the patient. Thresholds are established and if a patient meets the criteria outlined (lost-to-care, homeless or unstably housed, at risk for a health condition or hospital readmission, experiencing a change in their lab viral load, HepC, and more) an alert will be triggered. Specific Healthix Alerts currently live are listed in the right sidebar.

View Clinical Event Details

HEALTHIX ALERTS

Healthix Alerts fall into two broad categories. The first are triggered by an event, such as an admission or discharge from an emergency department and the second by advanced alerts that require analysis to determine the status of the patient.

Types/Triggers

STANDARD ALERTS

- Emergency Room Admit/Discharge
- Inpatient Hospital Admit/Discharge
- Skilled Nursing & Rehab Admit/Discharge
- Patient Death
- Food Insecurity and Housing Instability*

*requires consent

ADVANCED ALERTS

- Physician Note
- Elevated Risk (Admission, Illness)
- Avoidable re-admission
- Homelessness
- Lost-to-care
- Lab/Clinical
- eMOLST
- Custom Alerts

DATA DELIVERY: ALERTS
Real-time encounter alerts & clinical updates

How to Select Patients for Alerts

Providers may choose to pre-select a group of patients for whom the wish to receive alerts (i.e., chronically ill high risk patients such as diabetics or those with CHF). Pre-selecting a cohort of patients is called a subscriber list. Providers may also choose to follow all of their patients (note: this will likely result in a significant number of alerts, and a workflow to triage these should be considered in advance to optimize the alerts impact).

How Patient Consent Impacts Alerts

- Alerts can be triggered if the patient has not made a consent decision or remains "undecided". These alerts include basic health information (encounter information – name, location, date, diagnoses, chief complaint).
- Consent is required to access the patient's full medical history (procedures, medications, lab values, imaging results and more).
- If a patient elects to deny consent, alerts will not be sent to providers or care managers.

Benefits

- Provides information 24/7 in real-time, so provider can intervene at point-of-care.
- Keeps provider informed of care occurring outside their network and across provider types.
- Allows for follow-up care from post hospital or ED discharge.
- Helps with planning resource allocation and interventions
- Improves patient satisfaction.

How to Receive Alerts

Providers and care coordinators can receive Healthix Alerts in real-time, 24/7 for a variety of patient triggers. There are three main ways to receive alerts:

1. An organization may choose to use the Healthix Portal to receive their alerts. They will initially get a "tickler" notification on their smartphone containing a link to view the alert in the portal.

2. Organizations may choose to receive alerts directly into their EHR via an MDM/HL7 message

3. Others may prefer to receive alerts via direct messaging.

If receiving alerts throughout the day does not work with your workflow, you may opt to receive these alerts in a single batch daily, known as a Daily Digest.

Contact Us

For more information on Healthix Alerts
Call 1-877-695-4749